

I closed my business cell phone account with Cingular Wireless in February 2003. The primary reason is they have very limited coverage in the Raleigh area. As proof I had well over 10,000 roll over minutes simply because I could rarely receive a signal. Even with a second phone I purchased to correct the problem.

Since then they have yet to cancel my account and continue to bill me for their monthly non-service. I have made numerous attempts to close the account, which they have on file when it was closed and admit that each time I get to a person. Several times their automated system has simply hung up on me before I can talk with a representative. This happens about 50% of the time. The typical time I have to invest in this process is between 1-2 hours.

I own a small business and bill for my time, so you can see this is a terrible way for me to spend my time.

Each time I talk with a rep, they assure me all is taken care of and I will no longer receive a bill. But sure enough each month without fail, an e-mail notice shows up in my inbox and is shortly followed in about 5 days by a mailed bill.

This is ridiculous and must be stopped. I do not need my business credit ruined because they are either incompetent or just unethical.

Thanks,

Chris Love